

NIH Clinical Center PHARMACY DEPARTMENT
Annual Competency Assessment/Post-test: Performance Improvement

Review the three modules of the Pharmacy Performance Improvement video:

- *Performance Improvement in the Clinical Center*, presented by Laura Lee
- *Pharmacy Key Processes and Performance Measures*, presented by Charles Daniels
- *Using Data to Improve Performance*, presented by Bona Benjamin

and complete the post-test below. You may also print this document in advance and complete it while viewing the video, using the handout as an additional reference. After you finish the post-test, forward it to Patricia Smith, Pharmacy Program Support Specialist. Be sure to include your name and the date of test completion.

Name_____ **Date**_____

1. What is the Clinical Center's *model for performance improvement*?

2. List three of the six *basic principles of performance improvement*.

3. Name the *Pharmacy key processes*. (Hint: there are six of them.)

4. Pharmacy *key processes affect which group of customers* (circle one):

- a. Patients.
- b. Institute researchers.
- c. Nurses, doctors and other Clinical Center healthcare workers.
- d. All of the above.

5. List three *pharmacy performance measures*.

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6. The *Pharmacy* department never changes its *performance measures* (circle one):

TRUE

FALSE

7. What *system* is used to report exceptional events related to patient care safety, for example medication errors?

8. The *Pharmacy* department *gathers data from both internal and external sources* (circle one):

TRUE

FALSE

9. List at least *three basic tools* used in *performance improvement*.

10. List two *performance improvement projects* affecting your area of work within the past year.

Forward this Performance Improvement Post-test to: Patricia Smith, Pharmacy Program Support Specialist. Check to confirm you have completed each of the ten questions and included your name and the date of test completion. Thank you.